Business eFile & Pay: 1-800-514-8296

Iowa eFile & Pay Telephone Script
Sales Tax Quarterly Return and Payment
For user who has already been on the system and set up Password.

Welcome to the Iowa eFile & Pay System

STEP 1
If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8am to 4:15pm Central Time

(The following script will occur after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)
Please enter your 8-digit Iowa Business eFile Number
You have entered XXXXXXXX.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 3 (Enter 4-Digit User ID)
Please enter your 4-digit User ID.
You have entered XXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 4 (Enter 8-Digit Password)
Please enter your 8-digit Password.
You have entered XXXXXXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 5 (Processing Options) You must file a return before making a payment
To file your return, press 1
To make a payment, press 2
To cancel a payment, press 3
To change your Password, press 4
To demo this system, press 5
To hear this list again, press 9

Step 6 (Which Tax Type?)
For sales tax, press 1

STEP 7 (Permit Number)
Enter a permit number for the tax type you selected, followed by the pound sign (#).
You have entered ---------.
If this is correct, press 1
If this is incorrect, press 2

(The following script occurs after the user presses 1.)

STEP 8 (Choose Return)
To file a quarterly sales return, press 1.

(The following script occurs after the user presses 1.)

You indicated you want to file a quarterly sales return.
If this is correct, press 1
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number, once you have successfully filed. If you hang up before receiving a confirmation number, your return will not be submitted.

STEP 9 (Tax Period Selection)
To submit a return for --------, press 1
To select a different filing period, press 2

You have selected to submit a return for the period ending --------.
If this is correct, press 1
To select a different filing period, press 2

(The following script occurs after the user presses 1.)

STEP 10 (Sales Tax Information)

Gross Sales
Please enter your gross sales in Iowa for the period ending -------- in whole dollars, followed by the pound sign (#).
For example if the amount is $225, you will enter 225#.

You entered --------.
If this is correct, press 1
If this is not correct, press 2

Goods Consumed
Please enter your goods consumed in Iowa for the period ending --------- in whole dollars, followed by the pound sign (#).
For example, if the amount is $225, you will enter 225#
You entered --------.

If this is correct, press 1
If this is not correct, press 2

(The following script occurs after the user presses 1.)

Your total sales and goods consumed amount for this return is --------.
To continue press 1
To replay this amount, press 2

(The following script occurs after the user presses 1.)

Exemptions
Do you have any exemptions to claim for this return?
If yes, press 1
If no, press 2

 (The following script occurs after the user presses 2.)

Total Taxable Amount
Your total taxable amount for this return is --------.
To continue press 1
To replay this amount, press 2

(The following script occurs after the user presses 1.)

State Sales Tax Amount
Your 5% state sales tax amount is --------.
To continue, press 1
To replay this amount, press 2

(The following script occurs after the user presses 1.)

Local Option Taxes
If you had any sales subject to the regular local option tax and/or school local option tax, press 1
If you had no sales subject to the regular local option tax or school local option tax, press 2

(The following script occurs after the user presses 1.)

Please enter the 2-digit county code for the regular local option tax and/or school local option tax you are reporting. For example, if the county is Polk, enter 77.

(The following script occurs after the user enters 2-digit code.)

You selected ------ County
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to the regular local option tax for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is $225, you will enter 225#.

Enter the star (*) key before the amount to specify a negative dollar value.

You entered --------.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to school local option tax for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is $225, you will enter 225#.
Enter the star (*) key before the amount to specify a negative dollar value.

You entered --------.
If this is correct, press 1
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

If you have another regular local option tax to report, press 1.
If you have no other local option taxes, press 2.

(The following script occurs after the user presses 2.)

Your total regular local option tax is ---------- and your total school local option tax is --------.
If this is correct, press 1
If you wish to re-enter all your local option and school local option taxable sales, press 2.

(The following script occurs after the user presses 1.)

Total Amount for this return
Your total tax amount for this return is --------
To continue, press 1
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Deposits/Overpayments (Amount already paid this quarter)
If you have any deposits or overpayment credits to report, press 1.
If you have no deposits or overpayment credits to report, press 2.

(The following script occurs after the user presses 2.)

Balance Due
Your balance due for this return is --------
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Verification: Be sure to write this down.
Your gross sales in Iowa is --------
Your goods consumed amount for this return --------
Your total is --------
Your exemptions are --------
Your taxable amount is --------
Your 5% Iowa state tax is --------
Your local option tax is --------
Your school local option tax is --------
Your deposits and overpayments are --------
Your balance due is --------
Your penalty is --------
Your interest is --------
Your total amount due is --------

To continue, press 1
To repeat this information, please press 2.

(The following script occurs after the user presses 1.)

You will now hear payment options.

STEP 11 (Payment Options)
If you would like to pay using the EFT ePay Direct Debit Method Process, press 1.
If you would like to pay using a paper check, press 2.
If you would like to pay using a form of credit, press 3.

(The following script occurs after the user presses 1.)

Confirmation of total amount due
The total amount due is XXXXX.
To pay this amount, press 1.
To pay a different amount, press 2.

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Below are the various scripts depending on which payment option you chose. (The following script occurs after the user presses 1 to pay via ePay direct debit method)

Bank routing number - 9 digits
Please enter your 9-digit bank routing number.
You have entered XXXXXXXX
If this is correct, press 1.
If this is not correct, press 2

Bank account number
Enter your bank account number followed by the pound key (#).
You have entered bank account number XXXXXXXXX.
If this is correct, press 1.
If this is not correct, press 2

Account type
If this is a checking account, press 1.
If this is a savings account, press 2.

You have indicated this payment is from your (checking/savings) account.
If this is correct, press 1.
If this is not correct, press 2

Payment date
Please enter the date you wish to make your payment.
For example, for September 15, 2004, enter 09152004.

Your payment will be made on XXXXXXXX.
To complete this transaction and receive a confirmation number, press 1
If you prefer to discontinue this transaction and discard all previous information, press 2.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

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Below is the script if user presses 2 to mail a check.

Please mail your check and payment voucher to the following address: Iowa Department of Revenue, PO Box 10412, Des Moines, Iowa 50306. Make check payable to Treasurer – State of Iowa You will need to include your confirmation number, tax type, permit number, and tax period on your payment voucher.

To repeat this information, press 1
To continue, press 2
To select a different payment option, press 3.

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Below is the script if user presses 3 to pay using a form of credit.

As an ACH Credit filer, you must initiate the payment for this transaction through your banking institution.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

If you are paying by credit card, you will need your tax type, permit number and tax period.
Contact Official Payments at 1-800-272-9829.
To repeat this message, press 1
To continue, press 2
To select a different payment option, press 3

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Confirmation Number. Be sure and write this down.
Your return and payment are not filed until you receive a confirmation number.
Your confirmation number for this transaction is XXXXXXXXXX and the date and time you are submitting this transaction is XXXXXXX, XX at XXXX (am or pm).

Please keep this information for your records.

To hear this message again, press 1.
To file another return, press 2.
To end this call, press 3.

Thank you for using the Iowa eFile & Pay system. Goodbye.

IOWA COUNTIES AND COUNTY NUMBERS

01-ADAIR	34-FLOYD	67-MONONA
02-ADAMS	35-FRANKLIN	68-MONROE
03-ALLAMAKEE	36-FREMONT	69-MONTGOMERY
04-APPANOOSE	37-GREENE	70-MUSCATINE
05-AUDUBON	38-GRUNDY	71-O'BRIEN
06-BENTON	39-GUTHRIE	72-OSCEOLA
07-BLACK HAWK	40-HAMILTON	73-PAGE
08-BOONE	41-HANCOCK	74-PALO ALTO
09-BREMER	42-HARDIN	75-PLYMOUTH
10-BUCHANAN	43-HARRISON	76-POCAHONTAS
11-BUENA VISTA	44-HENRY	77-POLK
12-BUTLER	45-HOWARD	78-POTTAWATTAMIE
13-CALHOUN	46-HUMBOLDT	79-POWESHIEK
14-CARROLL	47-IDA	80-RINGGOLD
15-CASS	48-IOWA	81-SAC
16-CEDAR	49-JACKSON	82-SCOTT
17-CERRO GORDO	50-JASPER	83-SHELBY
18-CHEROKEE	51-JEFFERSON	84-SIOUX
19-CHICKASAW	52-JOHNSON	85-STORY
20-CLARKE	53-JONES	86-TAMA
21-CLAY	54-KEOKUK	87-TAYLOR
22-CLAYTON	55-KOSSUTH	88-UNION
23-CLINTON	56-LEE	89-VAN BUREN
24-CRAWFORD	57-LINN	90-WAPELLO
25-DALLAS	58-LOUISA	91-WARREN
26-DAVIS	59-LUCAS	92-WASHINGTON
27-DECATUR	60-LYON	93-WAYNE
28-DELAWARE	61-MADISON	94-WEBSTER
29-DES MOINES	62-MAHASKA	95-WINNEBAGO
30-DICKINSON	63-MARION	96-WINNESHIEK
31-DUBUQUE	64-MARSHALL	97-WOODBURY
32-EMMET	65-MILLS	98-WORTH
33-FAYETTE	66-MITCHELL	99-WRIGHT